



Department of Public Safety and Correctional Services

EMERGENCY NUMBER SYSTEMS BOARD

VoIP Testing Procedures

The VSP shall:

- Prior to the start of testing in Maryland the VSP shall notify the Emergency Number Systems Board (contact information below) of their testing schedule and contact numbers.
- The VSP shall contact the PSAP via their business line and ask permission to make the test calls through the E9-1-1 system. If permission is granted, one test call will be sent at a time into the E9-1-1 lines. Testing may be suspended at any time based on operational considerations at the PSAP. (PSAP contact information is available on our web site at www.dpscs.state.md.us/ensb)
- Initiate and successfully complete a minimum of three (3) test calls into a designated PSAP. These calls will be made between 8 AM and 4 PM Monday through Friday.
- When the PSAP receives a VoIP test call, the VSP caller shall identify themselves as a VSP test caller and will ask that the following information be **verified** by the telecommunicator:
 - What PSAP has been reached?
 - What is the call takers name or agent ID?
 - Was information received on the ALI displays?
 - Was the information received correct?
 - Did all information populate into the correct fields?

Upon completion of the VoIP test calls program, the VSP will provide each PSAP with a written notice of the test PASS/FAIL (to be re-tested) status. Also, the Maryland Department of Public Safety's Emergency Number Systems Board (Gordon Deans - contact) will be provided with a list of Maryland PSAPs tested and their respective PASS/FAIL (to be re-tested) status (updated as status changes occur). Upon successful completion of this testing process and notifications received, final approval to begin sending true 9-1-1 calls from subscribers within our state will be granted.

Contact Information:

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